



TOPS ACCOUNT TROUBLESHOOTING GUIDE

Private Security Program

User Guide

Includes Troubleshooting, information and screenshots for creating an online account for individuals registered in Private Security program

Texas Department of Public Safety

<http://www.txdps.state.tx.us/rpd/psb/index.htm> April 2017

Steps to successfully create a TOPS username and password

Having trouble logging into TOPS? Follow the steps below to help register and verify your login to TOPS. Also included are steps to help you interpret the ERROR messages you may encounter during each step.

Step 1: Verify Email

- **Success** – Email address has been updated – Go to **Step 2: Create New Account**
- Error Messages
 - a. You have already registered
 - b. You already have an email on file
 - c. Unable to find your profile
- Email: "Thank you for applying"

Step 2: Create New Account

- Account created successfully – Go to **Step 3: Email Verification Link**
- Error Messages
 - a. You have already registered – Attempt to Login
 1. Login Attempt Successful
 2. Unverified Email Address
 3. Unable to find Username
 - b. Unable to find your profile
- Email: "TOPS Email Verification"

Step 3: Click Email Verification Link

- Email address verified successfully – Go to **Step 4: Login**
- Error Messages
 - Invalid Token

Step 4: Login

Functions for TOPS Users

- Forgot Password

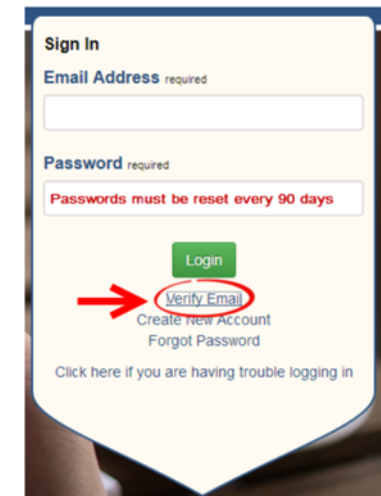
Step 1: Verify Email

Why Verify Email

The first step of the process is to ensure the email that you will be using for your TOPS username is present in our system.

- If this is your first time coming to the site, then this step should be the first thing you do before proceeding.
- If you've previously used TOPS, then we want to ensure that the email you are registering is the same email we have on record for you.

Step 1: Verify Email



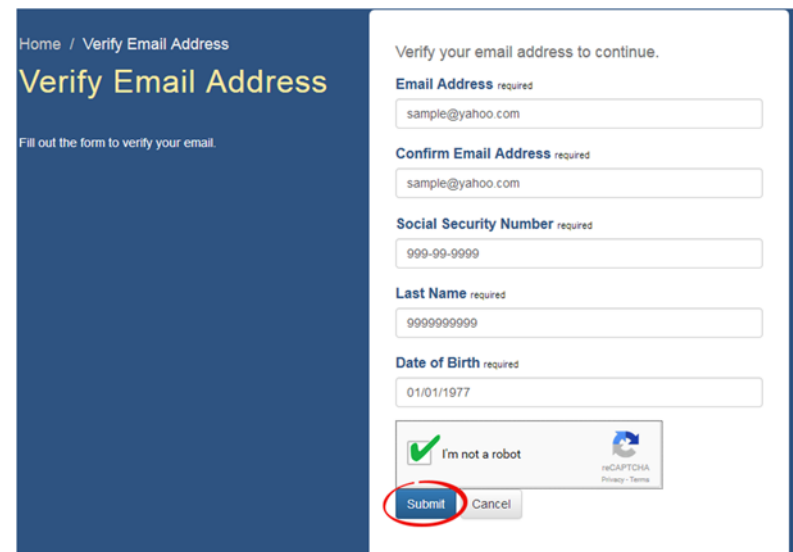
The screenshot shows a 'Sign In' form with fields for 'Email Address' and 'Password'. Below the password field is a note: 'Passwords must be reset every 90 days'. There is a green 'Login' button. Below the login button, the 'Verify Email' link is circled in red, with a red arrow pointing to it. Other links include 'Create New Account', 'Forgot Password', and a link for users having trouble logging in.

Verify Email Address

- Enter the email address that you wish to use as your Sign In username.

NOTE: We will be comparing your personal details against TOPS to verify if you exist in the system.

- Confirm the spelling and data entry of the email address, SSN, last name and date of birth.
- Maiden names and punctuation (including hyphens and spaces) should be taken into consideration.



The screenshot shows the 'Verify Email Address' page. The header includes 'Home / Verify Email Address' and the title 'Verify Email Address'. Below the title is the instruction 'Fill out the form to verify your email.' The form contains several fields: 'Email Address' (with 'sample@yahoo.com' entered), 'Confirm Email Address', 'Social Security Number' (with '999-99-9999' entered), 'Last Name' (with '9999999999' entered), and 'Date of Birth' (with '01/01/1977' entered). At the bottom, there is a CAPTCHA section with a green checkmark and the text 'I'm not a robot'. Below the CAPTCHA are 'Submit' and 'Cancel' buttons. The 'Submit' button is circled in red.

Success

1. You are ready for **Step 2: Create New Account**
2. Click the Green **Create Account** button to go directly to the Create New Account page

Success

Email Address has been updated. Create an account to log in.

Create Account

Error Messages

You have already registered

Verify your email address to continue.

Our records indicate that you have already registered. Please login to access your account.

Your login account has been registered and verified.

1. Sign In from the TOPS landing page.
2. Use the email address and Password you created during the registration process.

Note: If you cannot remember your password, perform the **FORGOT PASSWORD** function

Already have an email address

Verify your email address to continue.

Already have an Email Address on your profile

1. TOPS has confirmed that we have a person record that matches the details you provided.
2. Continue to **Step 2: Create New Account**

Note: If the email address you provided does not match with the email we have recorded in TOPS, you will have to call the RSD Contact Center to get the email changed to the email desired.

Verify your email address to continue.

Unable to find your profile

Unable to find your profile with the provided information. Note that you must already have a paid application or have an active registration in TOPS before you can register for online account access.

We were not able to match the details you provided with a record in TOPS

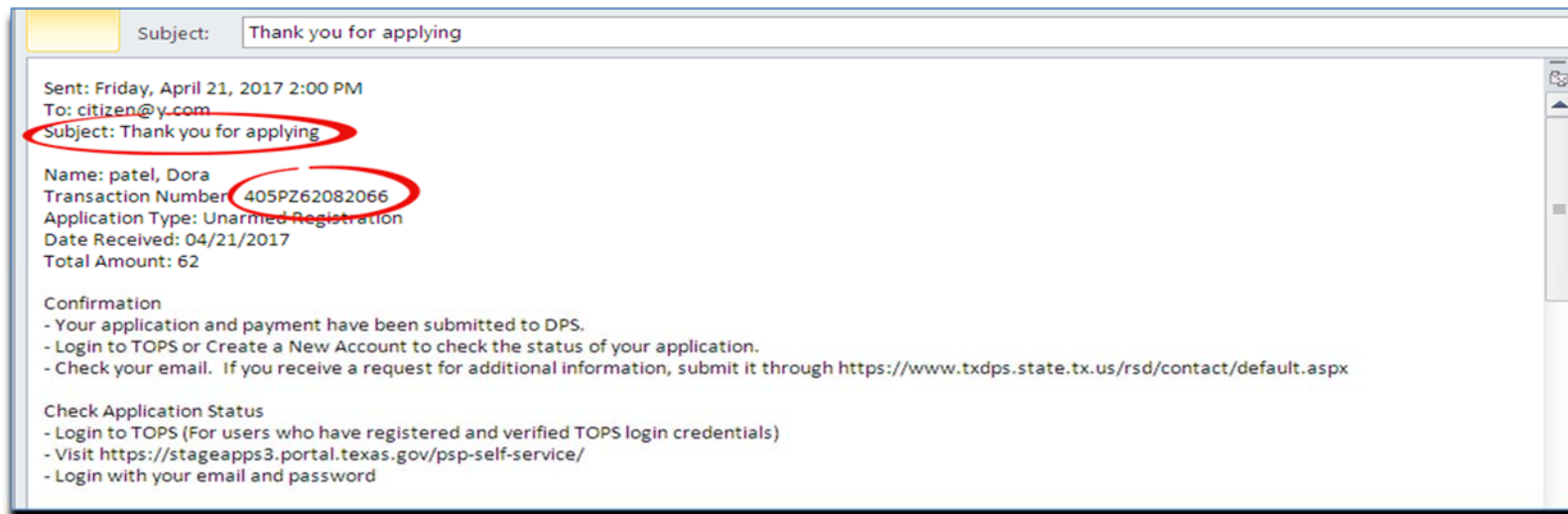
Possible Reasons for the error include...

1. **Typos or out of date information.** The information you provided does NOT MATCH with a person in TOPS.
2. **Your application may in transit to DPS.**
 - If you or your employer have paid for an application
 - Locate the **Transaction Number** that can be found in the [Thank you for applying](#) email. (See Figure 1 Below)
 - Call RSD Contact Center for further assistance.
 - If you do not receive a [Thank you for applying](#) email
 - Verify with your employer that your **employment verification** has been completed and payment has been submitted.
 - Once payment is made, a [Thank you for applying](#) email (See Figure 1 Below) will be sent to the email on the application.
 - Perform **CREATE NEW ACCOUNT** steps detailed in email.

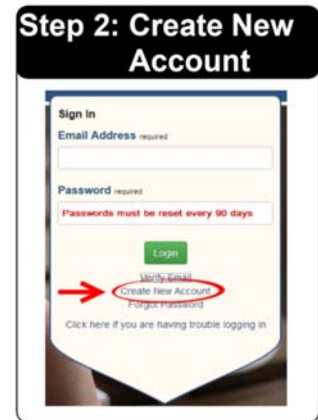
****If you cannot resolve this issue contact the Regulatory Services Division (RSD) Contact Center for further assistance.**

<https://www.dps.texas.gov/rsd/contact/default.aspx>

Figure 1: "Thank you for applying" Email



Step 2: Create New Account



Create New Account

NOTE: We will be comparing your personal details against TOPS to verify if you exist in the system.

- Confirm the spelling and data entry of the email address, SSN, last name and date of birth.
- Maiden names and punctuation (including hyphens and spaces) should be taken into consideration.
- Enter Email and Last Name as it appears in DPS Private Security records
 - Note for Business Stakeholders - Email used must match your record rather than the business email address
- Password must be at least 12 characters long, contain 2 lower case characters, 2 upper case characters, 2 numbers and 2 special characters. Special characters are any characters other than letters or numbers.
- Answers to Security Questions must be unique and are not case sensitive.
 - You cannot choose the same security question – there must be three different questions. The answers to security question 1 cannot be the same as security question 2 or 3 (you cannot answer “Austin” to all three questions).

Home / Create New Account

Create New Account

In order to create a new account, you must already have a paid application or active registration in TOPS.

Please fill out the information below to create an account in TOPS. Click on the Submit button when you're finished.

Email required
sample@yahoo.com

Last Name required
sample

Date Of Birth required
01/01/1977

Password required


Must be at least 12 characters long, contain 2 lower case characters, 2 upper case characters, 2 numbers, and 2 special characters.

Confirm Password required

Security Question 1 required
How old were you at your wedding?
twentyseven

Security Question 2 required
In what city did you get engaged?
Austin

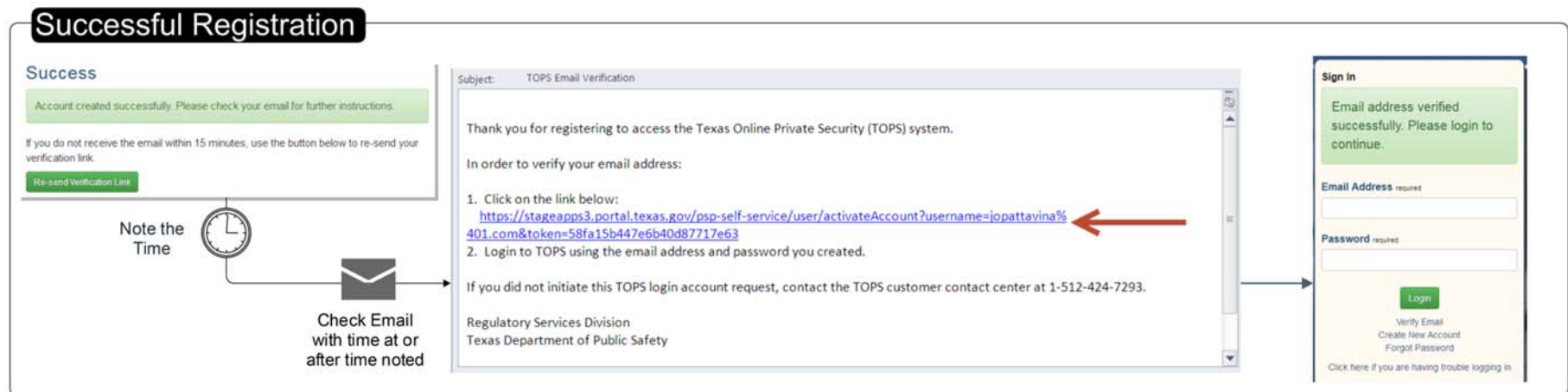
Security Question 3 required
In what city did you meet your spouse?
Houston

☒ I'm not a robot 

Account created successfully

Be sure to make note of the time that you received the Account created successfully message. This will be important when verifying your email address.

1. Go to your email inbox or spam folder
2. Locate the "TOPS Email Verification" email with a timestamp at or just after the time noted above
3. Click on the hyperlink in the email
4. You will be taken back to the TOPS landing page and should receive a green message: "Email address verified successfully. Please login to continue."
5. Login using your email address and password created



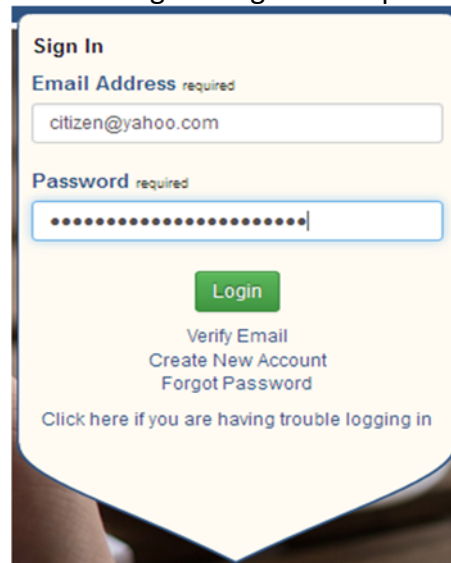
Error Messages

You have already registered

Our records indicate that you have already registered. Please login to access your account.



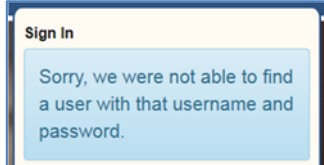
Your login account has been registered and verified.

1. Sign In from the TOPS landing page.
2. Use the email address and Password you created during the registration process.



The screenshot shows a 'Sign In' form with two input fields: 'Email Address' (required) containing 'citizen@yahoo.com' and 'Password' (required) filled with dots. Below the fields is a green 'Login' button. Underneath the button are links for 'Verify Email', 'Create New Account', and 'Forgot Password'. At the bottom, there is a link that says 'Click here if you are having trouble logging in'.

POSSIBLE OUTCOMES

Success	Unverified Email Address	Unable to find Username
 <p>The screenshot shows the TOPS landing page. At the top, it says 'TOPS Texas Online Public Security'. Below that, it says 'Logged in as Citizen R. Citizen. Logout'. There are tabs for 'My Profile', 'My Applications', 'My Registrations', 'My Business Applications', and 'My Businesses'. The 'My Profile' tab is selected. Below the tabs, it says 'Welcome, Citizen.' and 'Manage your individual endorsement or business license using the tabs above. *Tabs may not contain data depending on the content of your particular record.' There is a 'Logout' button.</p>	 <p>The screenshot shows a message titled 'Unverified Email Address'. The text says: 'Your email address has not been verified. Use the button below if you have not received your verification link.' Below this, it says: 'If you do not receive the email within 15 minutes, use the button below to re-send your verification link.' There is a green button labeled 'Re-send Verification Link' and a blue button labeled 'CLICK 2x's'.</p>	 <p>The screenshot shows a 'Sign In' form with a message box that says: 'Sorry, we were not able to find a user with that username and password.'</p>

Unverified Email Address

You have one more step left!

1. Click the green Re-send Verification link twice
Be sure to make note of the time that you received the Account created successfully message
2. Go to your email **inbox** or **spam** folder
3. Locate the “TOPS Email Verication” email with a timestamp at or after the time noted above
4. Click on the hyperlink in the email
5. You will be taken back to the TOPS landing page and should receive a green message: “Email address verified successfully. Please login to continue.
6. Login using your email address and password created

Unverified Email Address

Your email address has not been verified. Use the button below if you have not received your verification link.

If you do not receive the email within 15 minutes, use the button below to re-send your verification link.



Unable to find username

1. The password being used is incorrect.
2. Try again.
3. Perform the Forgot Password Function.
4. If you are unsuccessful, contact the RSD Contact Center

Note: Password Reset function may not work as your account may or may not be completely setup. Accounts will be locked out after 5 attempts.

Sign In

Sorry, we were not able to find a user with that username and password.

Unable to find your profile

Unable to find your profile with the provided information. Note that you must already have a paid application or have an active registration in TOPS before you can register for online account access.

We were not able to match the details you provided with a record in TOPS

Possible Reasons for the error include...

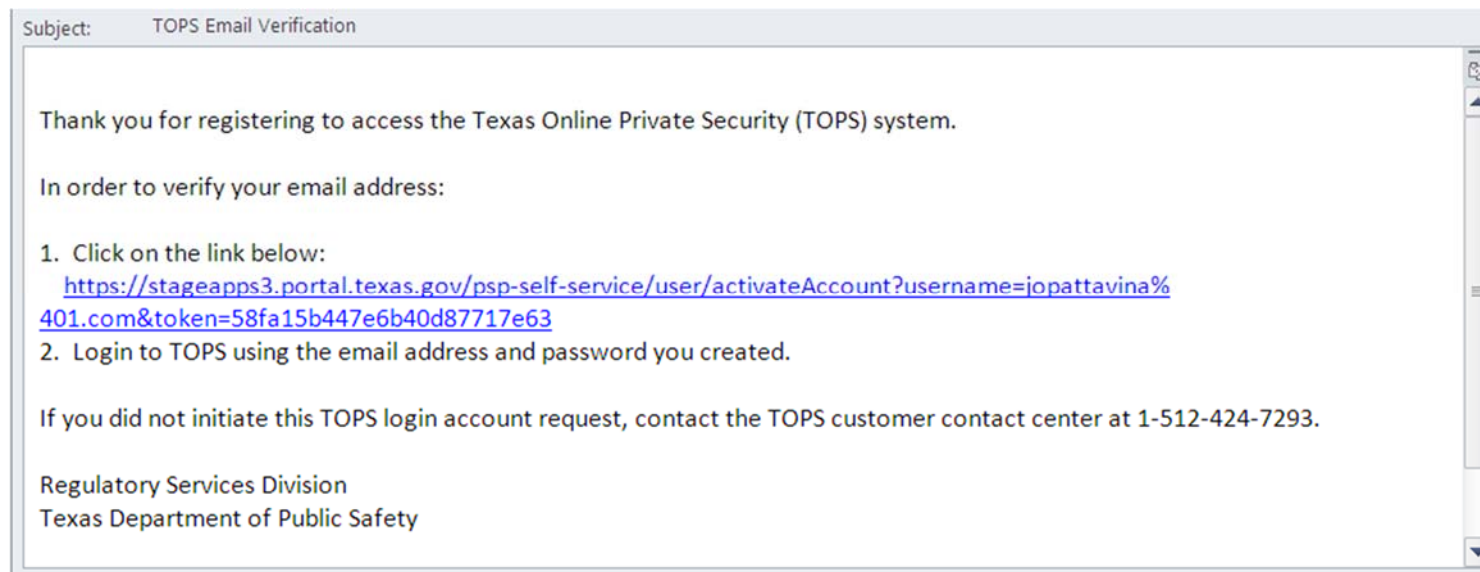
3. **Typos or out of date information.** The information you provided does NOT MATCH with a person in TOPS.
4. **Your application may in transit to DPS.**
 - If you or your employer have paid for an application
 - Locate the **Transaction Number** that can be found in the [Thank you for applying](#) email. (See Figure 1 Below)
 - Call RSD Contact Center for further assistance.
 - If you do not receive a [Thank you for applying](#) email
 - Verify with your employer that your **employment verification** has been completed and payment has been submitted.
 - Once payment is made, a [Thank you for applying](#) email (See Figure 1) will be sent to the email on the application.
 - Start at Step 2: **CREATE NEW ACCOUNT**

Step 3: Click link in TOPS Email Verification

This is the last step in the process.

1. Go to your email INBOX or SPAM folder
2. Look for an email titled "TOPS Email Verification"
3. If you have multiple "TOPS Email Verification" emails then find the one that is the MOST RECENT.
4. Click on the hyperlink provided in the email under (1.)

Figure 2: Email "Tops Email Verification"



POSSIBLE OUTCOMES

Sign In

Email address verified successfully. Please login to continue.

Email Address required

Password required

Login

Verify Email
Create New Account
Forgot Password

[Click here if you are having trouble logging in](#)

Sign In

Token is invalid or has expired. Please login to continue.

Email Address required

Password required

Login

Verify Email
Create New Account
Forgot Password

[Click here if you are having trouble logging in](#)

Error Messages

Token is invalid

Sign In

Token is invalid or has expired. Please login to continue.

The email link authenticates and verifies your email address.

Once your email has been verified the link becomes invalid (null and void).

Therefore, if you have several email links in your inbox, once you have gone through Steps 2 & 3 all tokens will become invalid.

You will get this message if you have already VERIFIED account.

- LOGIN with email and Password.
- Otherwise, if login fails perform FORGOT PASSWORD Function.
- If both of these fail, contact the RSD Contact Center for support.

Additional Functions for TOPS registered and verified Users

Forgot User Password Function

Forgot user password will ONLY work on TOPS accounts that have gone through the process of Creating a New Account (Step 2) and Verifying the email (Step 3). If you have not gone through these steps and are not able to successfully login then this function will not assist you in creating and verifying your account.

Steps to change password:

1. Enter email address of the TOPS login account
2. Click Submit email address
3. You will receive an email titled "TOPS Password Reset Request" (See Figure 3 Below)
4. Click link contained in TOPS Password Reset Request email
5. Correctly answer Security Question and provide new password.Change Password

<div>Home / Forgot Password</div> <div><h2>Forgot Password</h2></div> <div>Enter your email address to continue.</div> <div>Email <small>required</small></div> <div><input type="text"/></div> <div><input type="submit" value="Submit"/> <input type="button" value="Cancel"/></div>	<div><h2>Success</h2></div> <div>If a user with this email address exists, you will receive an email with further instructions.</div> <div><input type="button" value="Login"/></div>
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Figure 3: Email "TOPS Password Reset Request"

